

# JOB DESCRIPTION

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## Role Information:

Role Title	<b>Workshop Technician</b>
Department	Service
Reports to	Workshop Team Lead
Location	Dublin – Northern Cross Business Pk, Finglas
Code	

**Cardiac Services** was founded in Belfast in 1969 and is at the forefront of supplying and supporting diagnostic and measurement equipment into the Irish and UK Healthcare markets. The Companies focus is mainly on ICU, Coronary Care, Operating Theatre and Maternity departments.

The business comprises a number of Divisions with Pre-hospital specialising in the supply of AEDs, training devices and primary care/GP supplies. The Hospital Division is mainly focused on Patient Monitoring, Cardiology, Surgical Scopes, Clinical Information Systems and Fetal monitoring.

In 2019 Cardiac Services was awarded the IMSTA award for “Best Technical Services” Company in Ireland.

## Purpose of Role:

Cardiac Services is recruiting to fill an existing technician position within our Dublin workshop. The workshop technician will be part of a team responsible for managing the repair of devices returned to the workshop by our customers. The technician will communicate with the customer via telephone, e-mail or face to face where necessary. Additionally, pre-delivery inspection of devices will be undertaken by the workshop team.

## Principal Duties and Responsibilities:

- Provide technical support to customers (technical and non-technical), field service engineers, clinical support and our sales team.
- Attendance at internal and Manufacturer’s training courses. This may require a number of days travel outside of the country annually.
- Liaise/communicate with our suppliers in order to help resolve problems or report incidents/issues which require manufacturer input.
- Stock management and administrative tasks.
- Forming part of the workshop team, be responsible for the completion of tasks allocated, using the processes and procedures recommended by the original manufacturer.
- Ensuring all activity is recorded on our Service Management system.

## Role Requirements:

- The ideal candidate will have a third level qualification in either biomedical engineering, electronics, electrical engineering or applied science.
- Good computer skills, with a working knowledge of Microsoft Outlook, Word and excel.
- Must be able to work on own initiative, but also work well in teams.
- Previous experience in a customer support role would be advantageous.
- Good communication and interpersonal skills, both verbal and written are essential
- Ability to understand and follow manuals, work instructions and related information
- Ability to understand, implement and maintain the quality standards set by both Cardiac Services and the equipment manufacturer.
- Whilst not essential, knowledge of basic computer technology and networking would be advantageous.

**Cardiac Services is an equal opportunities employer.**

*By applying for a position with SISK Healthcare and forwarding your details included in your Curriculum Vitae, you are consenting to SISK Healthcare processing your data in line with data protection law, namely the Data Protection Act (2018) and EU General Data Protection Regulation (GDPR).*

*Please note that we will process your information for the purposes of our recruitment and selection purposes only. Your information will be stored securely and will only be held for so long as is necessary and in line with our Data Retention Policy. You are entitled to certain rights under data protection law, including the right of access to your personal data. You have the right to request a copy of the information we hold for you on our systems. Please note that we will not provide the following types of information in response to a data access request: information about other people; opinions given in confidence; repeat requests; or privileged information.*

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